

CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!

	Restaurant	2016	2017	YOY Increase
1.	Columbus, OH #557	\$12,767	\$20,822	63.1%
2.	Dearborn, MI #359	\$23,107	\$35,485	53.6%
3.	Greensburg, PA #763	\$8,433	\$12,884	52.8%
4.	Boardman Park, OH #552	\$16,016	\$24,213	51.2%
5.	Annapolis, MD #050	\$17,548	\$26,146	49.0%
6.	Bel Air, MD #502	\$24,657	\$36,295	47.2%
7.	Edina, MN #797	\$23,258	\$33,781	45.2%
8.	Hagerstown, MD #772	\$13,964	\$19,772	41.6%
9.	West St. Paul, MN #796	\$11,983	\$16,908	41.1%
10.	Altoona, PA #449	\$10,507	\$14,682	39.7%

SPOTLIGHT

cast member



WESTERN

Meet Anthony Arenas, Cast Member in restaurant #041 Bakersfield. Anthony has been a super star with Chuck E. Cheese for 4 years now and counting! Anthony stands out with just his work ethic alone. He now currently works in the mornings and is helping to maintain our game room to standard. He is a fast learner, you only have to tell him things once. He is one of the sweetest and humblest people around and we are glad to have him on our team!



SOUTHEAST

Meet Sharon, Cast Member in restaurant #725 South Dade. Sharon has been a super star with Chuck E. Cheese for 3 years now and counting. Sharon has a smile that lights up a room. Her hospitality is always above & beyond, and her willingness to help others stands out like no other. When Sharon is not working she enjoys traveling, spending time with her family, and most of all spending special occasions at Disney World!

OF THE week



sales contest

Top Individual Rankings

Name	Store
1. Perla Olivares Johnson	860
2. Margaret Lukum	860
3. Tashiana Collazo	646
4. Alina Campbell Brown	524
5. Shayla Espinal	518
6. Jadrian Cooper	847
7. Andrea Lucero	446
8. Anjelo Mohiuddin	872
9. Diamonte' Agosto	529
10. Emily Colin	418

Top Restaurant

Sioux Falls, SD ~ 860



Bottom Restaurant

Don't let this be you!!!

Top 10 Restaurants

Name	Store
1. Sioux Falls, SD	860
2. New Hartford, NY	646
3. Grand Junction, CO	708
4. Bowling Green, KY	567
5. Springfield, PA	529
6. Salt Lake City, UT	120
7. Fontana, CA	445
8. Hialeah, FL	424
9. Regina, SK	872
10. Bronx, NY	523

August 28th – Oct 15th

CASHIER Sales Contest

Collectable Cups



SALES TIP:

Collectible cup upgrades include free refills for the life of the cup!!



CASH PRIZE VALUES

Top 25: **WIN \$250**

Top 26-50: **WIN \$100**

Top 51-100 : **WIN \$50**



TOP 10 RESTAURANTS

Win a Sales Booster Pin
for everyone on the team



TOP RESTAURANT

Wins the Sales Booster
Traveling Trophy

*Prizes are subject to payroll tax deductions. Hourly Cast Members with a minimum of \$1,000 in transactions with the highest item/net sales ratio.

All sales contests will be monitored, audited, and subject to disqualification. Cast Member must be employed at time of payout to be eligible.

Winners will be calculated by total collectible cups sold.



dear chuck e...

I am sorry to get ahold of you guys so late. A few months ago my family went to Chuck E. cheese's. I don't remember the exact date and time but it was a weekend. We try to go close to opening when there is not that many people. My daughter is autistic, and sometimes the lights, sounds, and animatronics are a bit too stimulating and cause her to have a melt down. There was only us and one other family at the time. The animatronics came on and my daughter had a full blown melt down. My husband took her outside and I watched as she covered her ears and screamed at the top of her lungs. I felt helpless. But, we have two other children as well, and they were mid games. We were trying to make the best of the situation. My husband was playing with my daughter outside after he calmed her down. He tried to bring her in again and she wanted nothing of it. A team member started walking towards us and I was sure she was going to ask us to leave. Instead, we were greeted with a warm smile and compassionate eyes as she tells us her and the other team members spoke with the other family there. Everyone agreed it was a place for all children. They closed the curtain so my daughter could come back in and they also turned the music down. I looked around to see everyone smiling at us. As my daughter came back inside she was able to play a few games. We picked out our prizes and left shortly after. Those few games meant so much to our family. We were just shocked at the kindness and compassion the entire team showed. I just thought I would share this with you.

Western Region
 Visalia, CA #043
 RVP Tim Kerum
 AD Steve Charlebois
 GM Staci Lopez

Today seemed busier than usual. However, I want to give a shout out for the Tulsa crew for having a positive attitude towards customers and towards other co-workers. The crew workers were pleasant and hard working. I want to give a special shout out to Morgan. She had a long line at her register but she smiled at every person and greeted everyone as if she started a shift. As we were leaving she had a party that was checking out and she took time to resolve the situation in a professional, friendly manner. She was between the cash register, ticket counter, and birthday party area. She worked super hard with an awesome attitude.

Central Region
 Tulsa, OK #891
 RVP Chris Kelly
 DM Anthony Chapa
 GM Ryland Bristow
 Cast Member Morgan

The Chuck E. Cheese location on Siegen Lane in Baton Rouge is the most kid-friendly place I have been to in this city. My five smaller children ranging in ages 7-1, really enjoyed this facility. The best gift that any parent can ever receive is the gift of seeing their children happy. The laughter they displayed was that of being pleased with amazing entertainment. The arcade games were a favorite for my five-year old son, who did not want to stop swiping his card to play the same game over and over. It was a blast to see the other kids in the building getting along and so willing to share. This is by far the best Chuck E. Cheese location that I have been to in this state. The consideration and respect of the staff members here made my family feel as if we were all a big happy family. I am looking for my next availability to sneak off with the kids for another day filled with absolute excitement.

Southeast Region
 Baton Rouge, LA #767
 RVP Bill Eich
 DM Brian Pitre
 GM Derrell Mathes

I wanted to compliment the West Islip location for their flexibility and ability to help me out last minute when Al made an error in booking my daughters birthday party. My intention was to book her party for June 15th and it wasn't until 2.5 hrs. before what I thought was the scheduled time of my party that I looked again at my confirmation and realized I had mistakenly booked the party for the 16th. Knowing that I had a party full of kids coming in a few hours I panicked that I wouldn't have a party to be able to offer them. I called the location, West Islip, and they let me know they would try and locate a hostess and get back to me if they were able to accommodate. A few minutes later they called and said they found someone and would be able to. I was extremely appreciative and the party went off without a hitch. I really wanted to compliment the entire west Islip staff for being so accommodating despite my error, it was such a relief and much appreciated.

Northeast Region
 West Islip, NY #511
 RVP Jim Brawley
 DM Daniel De Los Santos
 GM Nicole Leon

anniversaries 5 YEARS

Edrulfo Alvarez ~ 041
 Zacarey Smith ~ 048
 Dominique Payne ~ 080
 Kelly Moran ~ 502
 Michael Iannotti ~ 529
 Holly Hogue ~ 703
 Bryan Rios ~ 753
 Erika Lopez ~ 942
 David Price ~ Sr. Director
 Audit and Risk

10 YEARS

Tiffany Grady ~ 066
 Adrian Ayala ~ 200
 Nichole Yeskey ~ 544
 Wasif Shah ~ 571

15 YEARS

Tiffany King ~ 042

20+ YEARS

Ulrich Oevermann ~ 459

20 YEARS

Michele Beavan ~ DM – SE
 Region

20 YEARS



CHUCK E.
LEARNING

mac cheesy LTO IS BACK!



In this week's mail from the Support Center you will be receiving your SMTS job aids for your next LTO, the Mac Cheesy!

Please look for separate communication from L&D with important details regarding the Mac Cheese launch.

If you have any further questions, please reach out to your Regional L&D Manager at learning@cecentertainment.com

SALAD BAR UTENSILS

UPDATE!

It was brought to our attention that several restaurants were having issues ordering utensils. Our purchasing department is urgently working with the vendor to resolve this issue and confusion. Below please find an updated list of items and item numbers. Items not currently in stock will be available late next week.

Item#	Description	Price	In Stock
1151266	1000 Island	\$1.70	Y
1151263	Blue Cheese	\$1.70	Y
1151265	Caesar	\$1.70	N
1151264	Ranch	\$1.70	Y
1151262	Lite Ranch	\$1.70	N
2C2895	Serving Spoon	\$1.45	N
2C294	Tongs Salad 6"	\$1.37	N
2C296	Salad Tong 12" blk	\$3.25	N
1S9151	Salad Scissor Tong	\$13.49	Y
2C299	Ladle 1oz. Blank – blk	\$1.70	N
2C2893	Salad Spoon perf 3/4 oz blk	\$1.45	N
# pending	Lite Italian	\$1.70	N
# pending	Balsamic	\$1.70	N

If you have any further questions, please contact the purchasing department at purchasing@cecentertainment.com



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LEARNING

FUNDRAISING TIPS

Back to school time is here! Want to make a huge impact on your Fundraising Sales? Here are some simple tips and guidelines you can follow!

- Have the right person! Your Fundraising Coordinator should be self-sufficient, outgoing, and very knowledgeable on all of our programs.
- Have sufficient database of schools near you and the contact person of that school
- Utilize www.greatschools.org to see all schools within a 10 mile radius
- Have goals set up for your restaurant
- Be Prepared! Flawless execution on fundraising nights = return guests!
- Reach out to fundraisers who booked last year, win them back!

If you have any questions regarding fundraising, please reach out to Sandra Phanourath at

sphanourath@cecentertainment.com

HELIUM UPDATE

By now all locations should have received their brackets, price tags, and regulators. 95% of locations have received their helium and the rest should be arriving very soon. If you are missing any parts, please contact the purchasing department at purchasing@cecentertainment.com to have your shipments tracked.

If you have all of your items and the button is live on your system, you can begin displaying and ringing up balloons NOW!

Empty tank tags and re-order cards were delayed from the vendor and should ship out via USPS no later than the 15th of September.





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BUFFET STANDARDS

Can you believe summer is already starting to wind down? What does this mean for your buffet?

When the majority of schools in your area have gone back into session please follow these revised buffet standards (subject to DM approval):

- At open – 2 traditional pizzas, one cheese and one pepperoni (or another topping based on market) and breadsticks – follow timing standards
- When the 1st guest orders then you will add a thin & crispy pizza and a dessert pizza
 - Tell the 1st guest you are adding another pizza and dessert.
- Add the LTO at the peak time of the buffet
 - ½ and ½ pizzas can be done as long as the minimum topping requirements are met (2 pizzas minimum; 3 during peak)
- Salad and dressings are out at open
- Buffet will end at 2:00 PM

If you have any questions regarding these standards, please contact your Regional L&D Manager at learning@cecentertainment.com



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TABLETS

Congratulations to the following restaurants in reaching the TOP 5 in Tablet Upsells this past week!

1.	St. Louis, MO #947	4.7%
2.	National City, CA #439	4.6%
3.	St. Petersburg, FL #460	3.9%
4.	Downingtown, PA #538	3.6%
5.	Fairfax, VA #084	3.6%

Do you have the right person on the tablet?

It's not for everyone! Only the best suggestive sellers, people pleasers, and FUN outgoing people should be out on the floor with the tablet. Focus on generating the sales AFTER the initial point of purchase.



How awesome is this?

Great job Team Silverdale with increasing doubling your Dippin Dots sales from the previous month! Props to Managers Amy Anderson and Renee Smith for challenging their team and putting themselves out there for the challenge!

Challenge:

If they doubled their Dippin Dots sales from the previous month they could dump cold water on Asst Manager.

If they sold a total of \$400 Dippin Dots they could also dump cold water on Sr. Asst Manager as well.

Result: A total of 410 Dippin Dots sold: an increase of \$952!



CHUCK E. CHEESE'S



HOT JOBS general manager

378 ~ Laguna Hills, CA
404 ~ San Jose Kooser, CA
710 ~ Aurora, CO
779 ~ Wesley Chapel, FL
117 ~ Kennesaw, GA
602 ~ Conyers, GA
616 ~ Buford, GA
939 ~ Augusta, GA

678 ~ Joliet, IL
500 ~ Brick, NJ
636 ~ Raleigh, NC
385 ~ N. Charleston, SC
032 ~ Houston, TX
579 ~ North Richland Hills, TX
950 ~ Plano, TX
300 ~ Olympia, WA

tech manager

108 ~ Redwood City, CA
367 ~ Ladera Heights, CA
376 ~ Hemet, CA
393 ~ Moreno Valley, CA
404 ~ San Jose Kooser, CA
441 ~ San Diego, CA
426 ~ Lakeland, FL
719 ~ West Orlando, FL

602 ~ Conyers, GA
612 ~ Athens, GA
615 ~ Fayetteville, GA
729 ~ Atlanta, GA
058 ~ Tinley Park, IL
073 ~ Matteson, IL
610 ~ Covington, LA
829 ~ Muskegon, MI

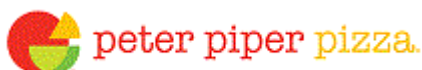
471 ~ Newington, NH
547 ~ Mayfield Heights, OH
844 ~ Mississauga/On, CAN
437 ~ Philadelphia, PA
536 ~ Erie, PA
540 ~ Lancaster, PA
663 ~ Johnson City, TN
577 ~ College Station, TX

district manager

District Tech Manager
District Manager

Based in Chattanooga, TN
Based in South Carolina

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



interested in a peter piper opportunity?

General Manager
General Manager
General Manager
General Manager

Moore, OK #1263
Mesquite, TX #1273
Chandler, AZ #1216
Albuquerque, NM #1255

Please visit www.peterpiperpizza.com to review all open Peter Piper Pizza positions